

IN THE CLAIMS:

Please cancel Claims 43 to 60 without prejudice or disclaimer of subject matter. Please add Claims 61 to 69 as shown below.

1. to 60. (Cancelled)

61. (New) A management server comprising:

a storage unit adapted to store a customer database constituted by user information for managing a user, a repair fee calculation table for calculating a repair fee estimate, and a price table for specifying a price of an equipment of the user;

a check unit adapted to check whether the equipment of the user is under warranty by looking up the customer database on the basis of user information received from a user terminal via a network;

a estimation unit adapted to, if it is checked by said check unit that the equipment of the user is not under warranty, calculate the repair fee estimate by looking up the repair fee calculation table on the basis of a failure code received from the user terminal;

a determination unit adapted to specify the price of the equipment of the user by looking up the price table on the basis of the failure code, and to determine whether a ratio of the calculated repair fee estimate to the specified price is a predetermined value or more; and

a transmission unit adapted to, if it is determined by said determination unit that the ratio of the calculated repair fee estimate to the specified price is equal to or more

than the predetermined value, transmit the calculated repair fee estimate and new products information to the user terminal via the network, while if it is determined by said determination unit that the ratio of the calculated repair fee estimate to the specified price is not equal to or more than the predetermined value, transmit the calculated repair fee estimate to the user terminal via the network.

62. (New) A management server according to claim 61, wherein said storage unit comprises a part specifying table for specifying parts for a repair target and a delivery date specifying table for specifying a delivery date, and wherein said estimation unit specifies a part required for repair by looking up the part specifying table on the basis of the received failure code, and specifies delivery data of the specified part by looking up the delivery date specifying table on the basis of the specified part.

63. (New) A management server according to claim 61, further comprising, if it is checked by said check unit that the equipment of the user is under warranty, a unit adapted to transmit a method of recovering a part for repair to a delivery company terminal, which is designated by a window for designating the method of recovering the part for repair at the user terminal.

64. (New) An equipment management method executed by a management server storing a customer database constituted by user information for managing a user, a repair fee calculation table for calculating a repair fee estimate, and a price table for specifying a price of an equipment of the user, comprising:

a checking step of checking whether the equipment of the user is under warranty by looking up the customer database on the basis of user information received from a user terminal via a network;

a estimation step of calculating, if it is checked in said checking step that the equipment of the user is not under warranty, the repair fee estimate by looking up the repair fee calculation table on the basis of a failure code received from the user terminal;

a determination step of specifying the price of the equipment of the user by looking up the price table on the basis of the failure code, and determining whether a ratio of the calculated repair fee estimate to the specified price is a predetermined value or more; and

a transmission step of, if it is determined in said determination step that the ratio of the calculated repair fee estimate to the specified price is equal to or more than the predetermined value, transmitting the calculated repair fee estimate and new products information to the user terminal via the network, while if it is determined in said determination step that the ratio of the calculated repair fee estimate to the specified price is not equal to or more than the predetermined value, transmitting the calculated repair fee estimate to the user terminal via the network.

65. (New) An equipment management method according to claim 64, wherein said management server stores a part specifying table for specifying parts for a repair target and a delivery date specifying table for specifying delivery date, and wherein said estimation step specifies a part required for repair by looking up the part specifying

table on the basis of the received failure code, and specifies delivery data of the specified part by looking up the delivery date specifying table on the basis of the specified part.

66. (New) An equipment management method according to claim 64, further comprising, if it is checked in said checking step that the equipment of the user is under warranty, a step of transmitting a method of recovering a part for repair to a delivery company terminal, which is designated by a window for designating the method of recovering the part for repair at the user terminal.

67. (New) A computer-readable storage medium for storing a program executed by a management server storing a customer database constituted by user information for managing a user, a repair fee calculation table for calculating a repair fee estimate, and a price table for specifying price of an equipment of the user, the program causing the management server to execute:

a checking step of checking whether the equipment of the user is under warranty by looking up the customer database on the basis of user information received from a user terminal via a network;

a estimation step of calculating, if it is checked in said checking step that the equipment of the user is not under warranty, the repair fee estimate by looking up the repair fee calculation table on the basis of a failure code received from the user terminal;

a determination step of specifying the price of the equipment of the user by looking up the price table on the basis of the failure code, and determining whether a ratio

of the calculated repair fee estimate to the specified price is a predetermined value or more;
and

a transmission step of, if it is determined in said determination step that the ratio of the calculated repair fee estimate to the specified price is equal to or more than the predetermined value, transmitting the calculated repair fee estimate and new products information to the user terminal via the network, while if it is determined in said determination step that the ratio of the calculated repair fee estimate to the specified price is not equal to or more than the predetermined value, transmitting the calculated repair fee estimate to the user terminal via the network.

68. (New) A storage medium according to claim 67, wherein said management server stores a part specifying table for specifying parts for a repair target and a delivery date specifying table for specifying delivery date, and wherein said estimation step specifies a part required for repair by looking up the part specifying table on the basis of the received failure code, and specifies delivery data of the specified part by looking up the delivery date specifying table on the basis of the specified part.

69. (New) A storage medium according to claim 67, wherein if it is checked in said checking step that the equipment of the user is under warranty, the program causes the management server to execute a step of transmitting a method of recovering a part for repair to a delivery company terminal, which is designated by a window for designating the method of recovering the part for repair at the user terminal.